

# MedsolAI

## Privacy Policy — AI Chatbot for Clinics

Web Neuro Inc. · webneuro.ca · Calgary, Alberta, Canada  
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### 1. Introduction

This Privacy Policy explains how Web Neuro Inc. collects, uses, and protects information through the MedsolAI platform. MedsolAI is an administrative AI chatbot for healthcare clinics. It is designed to handle general administrative inquiries only.

**MedsolAI does not collect, store, or process patient personal health information. We are not a health information custodian under PHIPA.**

### 2. Information We Collect

#### 2.1 Clinic Account Data

- Clinic owner name, email, and business information
- Chatbot configuration and custom response content
- Subscription and billing information (via Stripe)

#### 2.2 Conversation Data

- Anonymized chatbot conversation logs (no patient identifiers)
- Question types and categories for AI improvement
- Response accuracy and escalation metrics
- Conversation timestamps and session durations

#### 2.3 What We Explicitly Do NOT Collect

**MedsolAI is configured to deflect and not record any personal health information shared by patients in chat.**

- Patient names, health card numbers, or identifiers
- Medical history, diagnoses, or symptoms
- Prescription or treatment information
- Insurance or billing information

### 3. AI Data Use & Training

Anonymized conversation data may be used to improve MedsolAI's responses and accuracy. No personally identifiable information is used in AI training. Clinic-specific data is never shared with other clinics or third parties.

### 4. Data Residency

**All MedsolAI clinic and conversation data is stored on Canadian servers (AWS ca-central-1) in compliance with Canadian data residency requirements.**

## 5. PIPEDA & PHIPA

MedsolAI operates in compliance with PIPEDA. As we do not collect patient health information, PHIPA does not apply to WebNeuro's operation of MedsolAI. Clinics remain responsible for their own PHIPA compliance.

## 6. Data Retention

- Anonymized conversation logs: 90 days
- Clinic account data: duration of subscription + 90 days
- Payment records: 7 years for legal/tax purposes

## 7. Your Rights

Clinic owners may request access, correction, or deletion of their account data at any time by contacting [support@webneuro.ca](mailto:support@webneuro.ca).

## 8. Contact

Web Neuro Inc. · [support@webneuro.ca](mailto:support@webneuro.ca) · [medsolai.com](https://medsolai.com) · Calgary, Alberta, Canada

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